

**City of Manteca  
WATER DIVISION MANAGER**

<b>Class Spec Code</b>	###	<b>Established Date</b>	01/01/2021
<b>Occupational Group</b>	Mid-Manager Association (MMA)	<b>Revision Date</b>	February 2026
		<b>FLSA</b>	Exempt

**DEFINITION**

Under general direction, plans, organizes, oversees, coordinates, and manages the staff and operations of the Water Division within the Utilities Department, including the operations, maintenance, and repair of the City's potable and recycled water distribution systems, and potable water system facilities; participates in the development of policies and strategies for division operations; manages the effective use of division resources to improve organizational productivity and customer service; provides complex and responsible support to Director of Utilities in areas of expertise; and performs related duties as assigned.

**SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Director of Utilities. Exercises direct supervision over supervisory, technical, and administrative support staff.

**CLASS CHARACTERISTICS**

This is a management classification responsible for planning, organizing, reviewing, and evaluating regulatory compliance, operations, maintenance, and repair of the Water Division within the Utilities Works Department. Incumbents are responsible for performing diverse, specialized, and complex work involving significant accountability and decision-making responsibilities, which include developing and implementing policies and procedures, budget administration, and ensuring compliance with regulatory requirements. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines.

**REPRESENTATIVE DUTIES**

**Essential Duties:**

*Management may amend duties pursuant to the Americans with Disabilities Act (ADA) so qualified employees can perform the essential functions of the job.*

- Plans, manages, and oversees the daily functions, operations, and activities of the Water Division, including operations, maintenance, and repair of the City's potable and recycled water distribution systems, and potable water facilities.
- Participates in the development and implementation of goals, objectives, work plans, policies, and priorities for the division; recommends within division policy, appropriate service and staffing levels; recommends and administers policies and procedures.

- Participates in the development, administration, and oversight of the division budget; determines funding needed for staffing, equipment, materials, and supplies; ensures compliance with budgeted funding.
- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and makes recommendations to the Director of Utilities.
- Participates in the selection of, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; recommends and implements discipline and termination procedures.
- Performs project management responsibilities; develops logical and efficient project plans; establishes priorities; monitors and manages task completion; anticipates and avoids problems; works collaboratively and cooperatively with team members and user groups to ensure project accountability.
- Develops and manages requests for proposals for professional and/or contracted services; prepares scope of work and any technical specifications; evaluates proposals and recommends award; negotiates contracts; administers contracts to ensure compliance with City specifications and service quality.
- Serves as the Chief Distribution and Treatment Operator and Legally Responsible Officer (LRO) for regulatory reporting and compliance with the State Water Resources Control Board and Domestic Water Supply permit requirements.
- Coordinates and manages the development and implementation of departmental guidelines and procedures to ensure compliance with local, state, and federal laws.
- Acts as the City's representative during inspections and interactions with regulatory agencies and engineering consultants.
- Responds to emergencies and system failures; remains on-call 24/7 unless a certified alternate is designated.
- Ensures compliance across all water-related sections and maintains oversight of ongoing upgrades and improvements to infrastructure.
- Serves as liaison for assigned functions with other City departments, divisions, and outside agencies; provides staff support to commissions, committees, and task forces, as required.
- Provides highly complex staff assistance to the Director of Utilities; prepares and presents staff reports and other written materials; supervises the establishment and maintenance of working and official division files; ensures the proper documentation of operations and activities.
- Reviews the work of staff to ensure compliance with applicable federal, state, and local laws, codes, and regulations.
- Represents the City in meetings with members of other public and private organizations, community groups, contractors, and the public.

- Attends and participates in professional group meetings; stays abreast of contemporary trends and innovations in the field of water treatment, distribution and operations.
- Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
- Answers questions and provides information to the public; investigates and responds to complaints and inquiries from citizens, other departments, and agencies.
- Ensures staff observe and comply with all City and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Administrative principles, practices, and methods including goal setting, program development, implementation and evaluation, policy and procedure development, quality control, and work standards.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles and practices of budget development and administration.
- Principles and practices of contract administration and management.
- General principles of risk management related to the functions of the assigned area.
- Principles and practices of water treatment and distribution.
- Domestic Water Supply permit requirements and reporting standards.
- Construction management practices related to potable and recycled water.
- Regulatory compliance procedures and environmental reporting protocols.
- Complex arithmetic and statistical techniques.
- Research methods and techniques.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned department.
- Methods and techniques of preparing technical and administrative reports, and general business correspondence.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service, by effectively dealing with the public, vendors, contractors, and City staff.

- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative, management, and professional leadership for the Water Division.
- Prepare and administer complex budgets; allocate limited resources in a cost-effective manner.
- Interpret, apply, and ensure compliance with local, state, and federal laws, codes, and regulations, including Domestic Water Supply permit and Division of Drinking Water requirements.
- Serve as the City's Chief Distribution and Treatment Operator and Legally Responsible Officer for regulatory reporting and inspections.
- Manage large-scale capital improvement projects, including construction planning, contractor coordination, and design review.
- Analyze treatment processes and operational data to optimize performance and ensure compliance.
- Perform mathematical calculations quickly and accurately.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Supervise the establishment of filing, record-keeping, and tracking systems.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the division and the City in meetings with governmental agencies, community groups, various business, professional, and regulatory organizations, and in meetings with individuals.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

**Education:**

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in environmental science, chemistry, biology, engineering, or a related field.

OR

**Experience:**

- Six (6) years of increasingly responsible experience in maintenance, repair, and operations of water distribution and associated facilities, including three (3) years of experience in a supervisory capacity.

**Licenses and Certifications:**

- Possession of a valid California Driver's License, to be maintained throughout employment.
- Possession of a valid Water Distribution Operator Grade V Certificate issued by the California State Water Resources Control Board, to be maintained throughout employment. Should the City's certification level increase, this position will be required to obtain this higher level of certification within 1 year of notification.
- Possession of a valid Water Treatment Operator Grade III Certificate issued by the California State Water Resources Control Board, to be maintained throughout employment. Should the City's certification level increase, this position will be required to obtain this higher level of certification within 1 year of notification.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various City sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

**ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

**WORKING CONDITIONS**

City employees are expected to work overtime, weekends, evenings, and holidays as required to accommodate the City's needs, in addition to responding as a Disaster Services Emergency Worker (California Government Code Section 3100-3109).